

Civilian Personnel Management Service (CPMS)



Centralized Application System Administration Support Procedures for the Defense Civilian Personnel Data System (DCPDS)

Version 1.0

October 25, 2002

Centralized Application System Administration Support Procedures

1.0 General

Defense Civilian Personnel Data System (DCPDS) system administrators have been centralized at Lockheed Martin Systems Integration (LMSI) in San Antonio. Systems administrators are employed by Decision Systems Technologies Incorporated (DSTI), a subcontractor to LMSI. The only exception to this centralization will be the continued location of DSTI system administrators at OCONUS sites and a few consolidated Component locations.

In this support arrangement, responsibilities previously performed by onsite DSTI system administrators will continue to be performed by the centralized DSTI system administrators located in San Antonio. For server maintenance purposes and to ensure operational readiness, the DSTI system administrators will retain root access on DCPDS servers. Root access for a specific server may be shared with the on-site Component personnel on an as-needed basis in accordance with the CPMS Root Access guidance. This guidance provides that temporary root access may be granted to appropriate on-site responsible personnel/contractors when conditions warrant. Typically, these conditions will require the involvement of both on-site personnel and DSTI system administrators to resolve.

2.0 Purpose

Centralized Application System Administration provides a pool of applications administrators to support the processes and procedures necessary for the successful operation of DCPDS. Support procedures include user requests, new printer installation requests and printer problem reporting, and concurrent processing support and problem resolution assistance. The purpose of this document is to provide a high-level overview of this new process and describe the actions within the aforementioned support procedures.

3.0 User Requests

3.1 User Request Form - General

The last page of this document is a *DCPDS User Request Form*, which should be used by a Department of Defense (DoD) Component region to request action. Please note that the Air Force Registration Form has been approved for alternate use by the Air Force.

Components must provide all of the information requested on the *DCPDS User Request Form*. With centralized application system administration, it is especially important that requestors supply all of the information pertaining to the establishment of a user account.

3.2 User Request Form - Secure User Account and Parent Security Profile

Administrators for DCPDS create secure user accounts with a reference to a Parent Security Profile. This means the new account assumes the Organization (Org) Component Code restrictions (i.e., the view) of the designated parent. This assumption serves a very important purpose. By minimizing the number of security profile entries on the database, the runtime for the Security List Maintenance (SLM) process (i.e., the process that builds the views for the secure user accounts) is minimized. This reduced runtime minimizes systems performance degradation that can be caused by the SLM process that normally runs while users are signed on the system. Please provide the Parent Security Profile for all new Secure User Account requests.

3.3 User Request Form - Submission

The respective region must build External Employee/User records prior to submission of the User ID Request. Please ensure the name of the External Employee/User is included in the request.

User Request Forms should be submitted via email to apps.sa@dcpds.cpms.osd.mil.

Please include a DoD Component or agency prefix in the email subject line as illustrated by the following examples:

- Example 1: AF - User Account Request
- Example 2: NGB - User Account Change Request
- Example 3: DFAS - Printer Install Request

4.0 New Printer Installation Requests and Printer Problem Reporting

4.1 New Printer Installation Requests

Components should email requests for new printer installations to apps.sa@dcpds.cpms.osd.mil. The request should include the following information:

- Application Printer Name: The name you will see when selecting the printer from the List of Values (LOV).
- Internet Protocol (IP) Address: The IP address of the printer.
- Description: This location of the printer, organization name, type printer, or other information that can assist in processing the request.

4.2 Printer Problem Reporting

Problems with printing from DCPDS should be forwarded as REMEDY™ problem reports through the appropriate Component channels. Prior to submission of a problem report, users should attempt to determine if a local network or firewall problem exists.

5.0 Concurrent Processing Support and Problem Resolution Assistance

Centralized application system administrators will maintain the status quo concerning the scheduling, running, and problem resolution of concurrent processes. When these processes fail due to program errors (i.e., resulting in the process failing with a “status 1” and accompanied with a reference to a problem with program code), the application system administrator will provide a summary of the problem to the region.

5.1 “Immediate Nature” Problem Reporting

When problems of an immediate nature (e.g., “runaway” processes, short-fuse problems, etc.) arise, users must report these types of problems as soon as possible by phone (number provided below) or email (apps.sa@dcpds.cpms.osd.mil) to the centralized application or UNIX system administrator.

Please include a DoD Component prefix in the email subject line (examples are included in paragraph 2.3).

Depending upon the nature of the problem, the Component may also initiate a REMEDY™ Problem Report to document or refer the problem.

5.2 Special Processing

Components should send requests for changes in the concurrent processing schedule to the lead application system administrator for that Component. The requester must provide sufficient lead time for the changes. Examples of sufficient lead time for typical concurrent processing schedule changes are:

- Two (2) p.m. notification for a change to effect processing the following morning.
- Noon notification for changes effecting same-day evening runs.
- Other changes (e.g., downtime to accomplish electrical maintenance, etc.) may require more notification lead time.

Components should submit requests for out-of-cycle processing of this nature to the apps.sa@dcpds.cpms.osd.mil email address. Components can phone in emergency requirements to the appropriate application system administrator (or any application system administrator, if the assigned administrator is not available).

6.0 Lead Application System Administrators

The following list reflects current personnel assignments as lead application system administrators. Requests associated with the normal, daily responsibility for such actions as setup, scheduling, error checking, user account creation, problem consultation and assistance, printer installations, etc., should be directed to the lead administrator servicing the requesting Component. However, in the absence of the lead administrator, any of these individuals may be called upon for assistance or problem resolution.

John Laramore	Army	Commercial: 210-581-6236	
Don Winn	Air Force	Commercial: 210-565-3161	DSN: 665-3161
Jim Vailencourt	Navy	Commercial: 210-652-6465	DSN: 487-6465
Wanda Keder	DoD Agencies	Commercial: 210-581-6221	
Dennis Yoon	SQT/Testing	Commercial: 210-581-6235	

Privacy Act Statement

Public Law 99-747, the Counterfeit Access Device and Computer Fraud and Abuse Act of 1984, authorizes collection of this information. The information will be used to verify that you are an authorized user of Government automated information systems (AIS). Although disclosure of the information is voluntary, failure to provide the information may impede or prevent the processing of your DCPDS User Account request.

DCPDS User Request Form

Date _____

New User (Y/N) _____ Change Request (Y/N) _____ End-Date User Account (Y/N) _____ CSU Access (Y/N) _____
(See below)

Installation/Location Name: _____
(E.g., Base/State Code/Locality Name/Civilian Servicing Unit/location or installation name, etc.)

Level of Access – Global (Y/N) _____ Secure User (Y/N) _____ Grade: _____
(Civ PP and Gr/Mil Rank/‘Contr’)

Job or Organization Role: _____
(Personnel Specialist, Classification Specialist, Supervisor/Manager, Administrative Specialist, NAF, Local National, etc.)

Employee Name: _____ SSAN: _____
(Last Name, First, MI. or External Employee Name)

Appropriated Fund (Y/N) _____ Non-Appropriated Fund (Y/N) _____ Local National (Y/N) _____

Employee Email Address: _____

Suggested User ID: _____ Civilian RPA Code (Smart Number) _____

System Role (Responsibility): _____
(E.g., Personnelist, 911 Hist. Reconstruct, Payroll Regen., VSB Reports, etc.; add additional in Remarks)

IP Addressable ‘Default’ Printer ID: _____
(Note: Include Printer Name and IP address)

Parent Security Profile Name/Number: _____ Security Profile _____

Organization Component IDs (Use attachment list if needed): _____

Routing Group and Groupbox Name(s) _____
(Note: If new groupbox name, specify ‘New’.)

Routing Group/SF52 Permissions:

Initiator _____ Requester _____ Authorizer _____ Personnelist _____ Approver _____ Reviewer _____
(Note: Normal user access does not include the Reviewer RPA role.)

Civilian RPA Code (aka Smart Number) _____

CSU Access

- 1) CSU Role: CPO _____ Manager _____ Administrator _____
2) System Administrator (Y/N) _____
3) Organization Component(s) _____ *
4) Position Type: _____

EXT _____ AGR _____ LN _____ MIL _____ TECH _____ NAF _____ APPR _____

CMIS CSU Access

- 1) System Administrator (Y/N) _____
2) Agency Support Flag _____
3) Group Agency Flag _____
4) Position Type: _____

EXT _____ AGR _____ LN _____ MIL _____ TECH _____ NAF _____ APPR _____

*Note: If Org Component Codes are same as DCPDS access, state ‘Same’. If more room is needed, use remarks or separate sheet.

Remarks: _____

Note: If needed, please send additional remarks/information in separate attachment.

DSTI Use – Date Received: _____ Date Completed: _____ Initials: _____